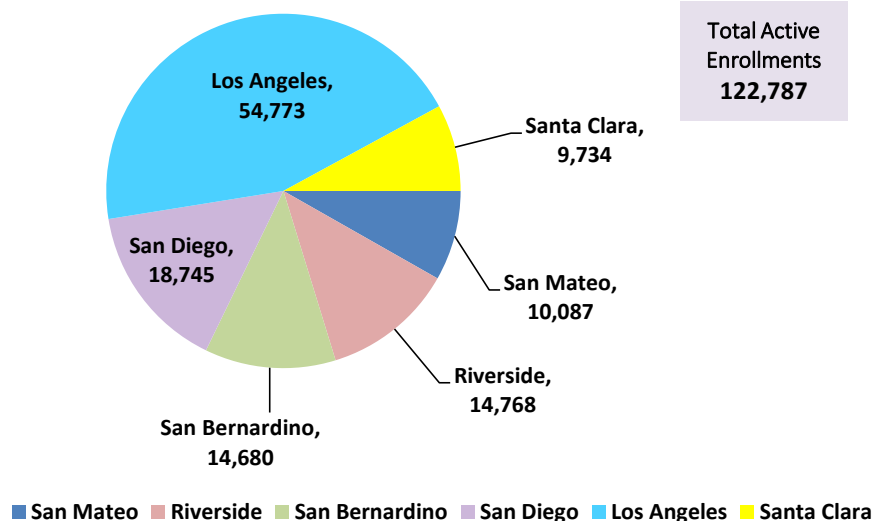


Cal MediConnect Monthly Enrollment Dashboard

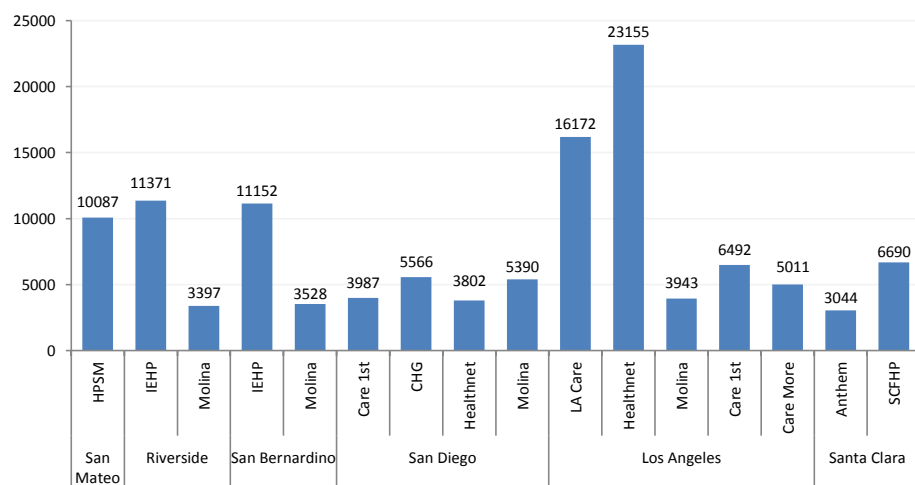
As of May 1, 2015

Creation Date: 5/11/15

**Total Active Enrollments Effective May 1, 2015
by County**



**Total Active Enrollments Effective May 1, 2015
By Plan**

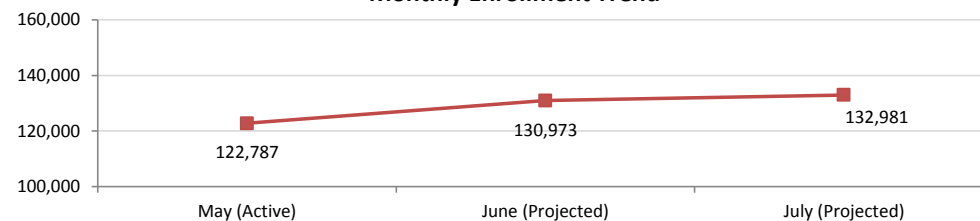


Projected Enrollments - Two Month Look Ahead

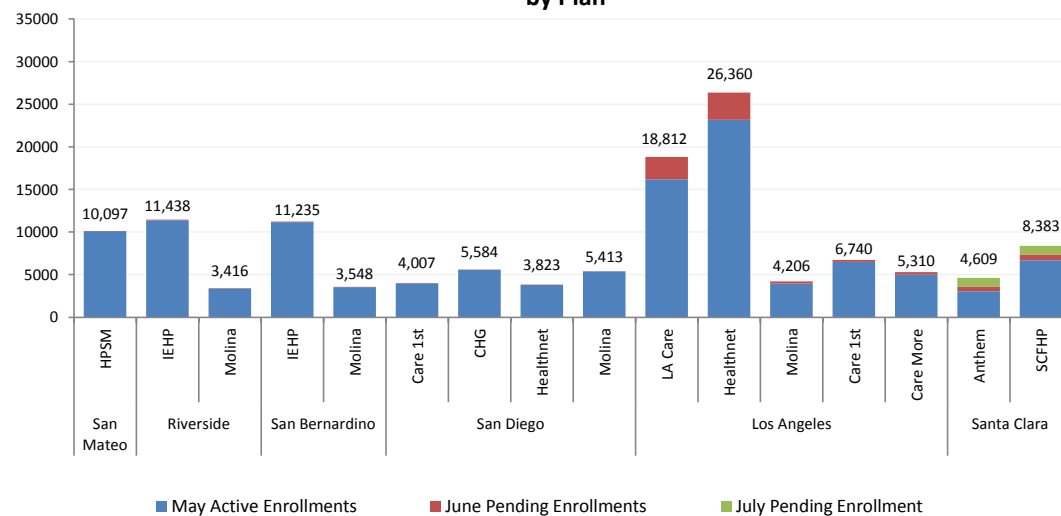
County	Active Enrollments as of 5/1/15	June Pending Enrollments	July Pending Enrollments	Total Projected Enrollments for July Month of Eligibility ¹
San Mateo	10,087	10	0	10,097
Riverside	14,768	86	0	14,854
San Bernardino	14,680	103	0	14,783
San Diego	18,745	82	0	18,827
Los Angeles	54,773	6,655	0	61,428
Santa Clara	9,734	1,250	2,008	12,992
Total	122,787	8,186	2,008	132,981

1. Projected enrollments are based on passive enrollment transactions submitted 60-days prior to the enrollment effective month. Voluntary (Opt-in) enrollment projections are not included in these statistics.

Monthly Enrollment Trend



**Projected Enrollment Estimates for July 2015 Month of Eligibility
by Plan**



Data Sources: MEDS May MOE 2015, pulled on 5/6/15



Cal MediConnect Monthly Enrollment Dashboard

As of May 1, 2015

Creation Date: 5/11/15

DHCS Health Care Options Mailing Schedule¹

	2014								2015							
Phase --->	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
For Coverage Effective Date -->	May 1 ²	Jun 1	Jul 1	Aug 1	Sep 1	Oct 1	Nov 1	Dec 1	Jan 1	Feb 1	Mar 1	Apr 1	May 1	Jun 1	Jul 1	Aug 1
90-day Notice -->	Jan 2 & Feb 3	Feb 26	Mar 28	Apr 28	May 22	Jun 26	Jul 29	Aug 27	Sep 26-29	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	Mar 27	Apr 26
90-day notice volume-->	21,805	7,763	53,625	22,927	21,157	22,263	19,596	20,778	120,958	22,256	23,347	15,052	16,737	15,364	2,386	593
60-day Notice -->	Feb 26	Mar 28	Apr 28	May 27	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	Mar 28	Apr 27	May 26
Choice Packet -->	Mar 6 - Mar 11	Mar 31	Apr 30	May 29	June 30	Jul 31	Aug 29	Sep 29	Oct 31	Nov 26	Dec 31	Jan 30	Feb 27	Mar 30	Apr 29	May 28
60-day+choice packet volume-->	18,122	6,907	49,046	24,054	20,193	20,934	18,241	19,118	106,596	20,824	21,350	13,870	15,099	14,293	2,162	
30-day Notice-->	Mar 28	Apr 28	May 28	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	Mar 28	Apr 28	May 30	Jun 25
30-day notice volume-->	15,360	5,391	36,644	19,341	15,273	15,976	11,699	13,946	95,394	16,233	17,889	11,470	12,318	11,522		

1. Health Care Options (HCO) Maximus sends mailings for Riverside, San Bernardino, San Diego, Los Angeles and Santa Clara Counties. Santa Clara mailings commenced in Phase 1 for Jan 1, 2015 coverage date. San Mateo notices are sent by the Health Plan of San Mateo. Orange County notices are sent by Cal Optima.

2. Mailings for May 1, 2014 coverage start date include April and May birth months.

Orange County Mailing Schedule¹

For Coverage effective date	90-day		60-day		30 day	
	Date	Volume	Date	Volume	Date	Volume
Aug 1	Apr 23	3,088				
Sep 1						
Oct 1						
Nov 1						
Dec 1						
Jan 1						
Feb 1						
Mar 1						
Apr 1						
May 1						

1. San Mateo passive enrollment complete.

HCO Call Center Statistics April 2015

For Week Ending	Total Calls Received ¹	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Minutes)
04/03/15	6,366	6,231	15	0.21%	9.81	0.34
04/10/15	14,329	12,951	435	2.63%	9.90	0.85
04/17/15	10,026	9,766	43	0.40%	9.23	0.36
04/24/15	7,901	7,797	13	0.16%	9.01	0.29
04/30/15	5,772	5,698	5	0.09%	8.43	0.29
Totals for Month	44,394	42,443	511	3.48%	46.39	2.13

1. Total calls received are hits to the call center system. Members may receive assistance in an automated phone tree, therefore are not accounted for in the call answered or abandoned counts.

May 2015 CMC Enrollment, Opt Out and Disenrollment Percentages

County	Overall			IHSS			Non-IHSS		
	Enrolled	Opt out	Disenrolled ¹	Enrolled	Opt out	Disenrolled ¹	Enrolled	Opt out	Disenrolled ¹
Los Angeles	25%	58%	17%	14%	69%	16%	32%	51%	18%
Riverside	49%	35%	15%	38%	43%	19%	54%	32%	14%
San Bernardino	47%	37%	15%	38%	44%	18%	51%	35%	14%
San Diego	37%	44%	19%	25%	53%	22%	40%	41%	19%
Santa Clara ²	47%	44%	9%	35%	54%	11%	52%	40%	8%
San Mateo ³	83%	13%	4%	N/A	N/A	N/A	N/A	N/A	N/A
Total	34%	50%	16%	19%	64%	17%	40%	44%	16%
Total w/o LA	47%	38%	15%	33%	49%	18%	47%	38%	15%

1. Disenrolled includes involuntary disenrollments, such as those who lose Medi-Cal benefits

2. Santa Clara began enrollment in January 2015

3. San Mateo is currently responsible for its own enrollment. Data for IHSS and Non-IHSS is currently not available for San Mateo.

Data Sources: Beneficiary notice schedule: from Maximus and HPSM notice timeline reports Call Center Statistics: HCO Weekly CCI Call Center Report dated 4/30/15. MCO Opt out metrics report dated 5/11/15.